



Town of Halton Hills Property Tax Portal User Guide

Use this guide to create and manage your [Property Tax Portal account](#), view tax information, update payment and delivery options, generate statements, and manage your profile. Select the section you need from the contents page.



Home

[Home](#) [Accessibility](#) [Contact Us](#) [New User](#) [Login](#)

Welcome to the Town of Halton Hills Property Tax Portal

Sign up or login to:

- Get your property tax information or account balance
- Sign up, change or cancel pre-authorized payment plans
- Print a copy of your statement or bill
- Sign up for e-billing to receive an email notification of tax bills
- Change your mailing address or contact information
- For more information view our [User Guide and FAQs](#)

Login or create a new account

[Login](#) [Sign up](#)

You will need your most recent property tax bill to verify your identity.

Collection of personal information

The Town of Halton Hills collects and uses your personal information to communicate with you about your property taxes and manage your account. The Town uses a cloud-based third-party service provider to administer its tax billing software.

Personal information, as defined by Part II of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), is collected under the authority of the Municipal Act, 2001, as amended, and in accordance with the provisions of MFIPPA. If you have questions regarding the collection of this information or regarding property taxes please call 905-873-2600 x 2622 or by email at taxdepartment@haltonhills.ca

[HaltonHills.ca/Tax](https://haltonhills.ca/Tax)
taxdepartment@haltonhills.ca
905-873-2600 ext 2622

1 Halton Hills Dr
Halton Hills, ON
L7G 5G2

Need Assistance?
[Contact us to provide feedback](#)
[View the User Guide and FAQs](#)

Sign-up & register your property

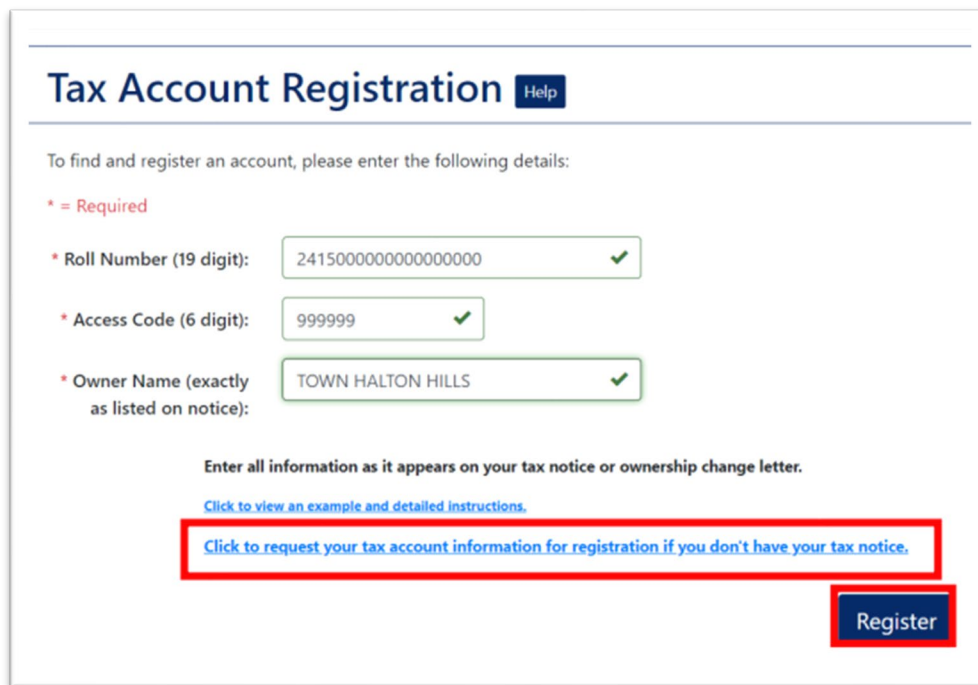
To create an account, go to the [Property Tax Portal](#) and select Sign up. Enter and confirm the email address you want to use as your login ID. Follow the onscreen prompts to create a secure password, then select Create New User. You will receive a verification email. Select the link in the email to verify your address and return to the sign-in page.

After creating your portal account, log in with your email address and password. Next, register your property tax account using the information from your most recent property tax bill or notice.

You will need the following pieces of information to register. You can find this information on your most recent property tax bill/notice:

1. Roll number
2. Access code
3. Owner name (exactly as listed on notice)

If you do not have your property tax bill or notice, select the link below the registration fields to request your roll number and access code from the Tax Department.



The screenshot shows the 'Tax Account Registration' page. At the top, there is a title 'Tax Account Registration' with a 'Help' button. Below the title, a message says 'To find and register an account, please enter the following details:'. A legend indicates that an asterisk (*) denotes required fields. There are three required fields: 'Roll Number (19 digit)' with the value '2415000000000000000' and a green checkmark; 'Access Code (6 digit)' with the value '999999' and a green checkmark; and 'Owner Name (exactly as listed on notice)' with the value 'TOWN HALTON HILLS' and a green checkmark. Below these fields, a note states 'Enter all information as it appears on your tax notice or ownership change letter.' There are two links: 'Click to view an example and detailed instructions.' and 'Click to request your tax account information for registration if you don't have your tax notice.' The latter link is highlighted with a red rectangular box. At the bottom right, there is a blue 'Register' button.

Tax Account Registration [Help](#)

To find and register an account, please enter the following details:

* = Required

* Roll Number (19 digit): 2415000000000000000 ✓

* Access Code (6 digit): 999999 ✓

* Owner Name (exactly as listed on notice): TOWN HALTON HILLS ✓

Enter all information as it appears on your tax notice or ownership change letter.

[Click to view an example and detailed instructions.](#)

[Click to request your tax account information for registration if you don't have your tax notice.](#)

Register

View your tax accounts

Select Account Information in the top-left corner of the screen to view your account summary, transaction history, and tax notices. To open an available tax bill, select the icon in the PDF column. The bill will open on a new page, where you can print it or save it to your device

Tax Notices

PDF	Billing Date MM/DD/YYYY	Tax Year	Notice Title	Levied
	02/27/2024	2024	2024 Interim Tax Bill	\$3,104.43

Showing 1 to 1 of 1 entries

Manage pre-authorized payments

Sign up for pre-authorized payments

TOWN OF
HALTON HILLS

Home Accessibility Contact Us My Profile Logout

Home

Add Account

Account Information

Contacts & Delivery Methods

Pre-Authorized Payments

Statement Of Account

Pre-Authorized Payments

Roll Number: 2415 000 000 00000
0000

Property Address: 1 Halton Hills Drive
Halton Hills

Current Enrollment

Not currently enrolled.

Sign Up

From your account list, select the account you want to enrol, then select Pre-authorized Payments from the menu. Select Sign up to open the enrolment page. Complete the required fields, accept the terms and conditions, and select Submit.

After you save the application, the Enrolments page will confirm that your request was submitted for review by the Tax Department. You will receive an email when the application is approved or if additional information is required.

Update or stop an existing payment plan

If a pre-authorized payment plan already exists, it will be shown under the Current Enrollment heading:

-  Select Update to open the Details page and change your banking information. Use the Notes field to include any relevant instructions, such as the date the change should take effect. Read and accept the terms and conditions, then select Save to submit.
-  Select Stop to submit a request to end the pre-authorized payment plan. In the confirmation window, select OK to continue or cancel to return to the main page.

Current Enrollment				
Reference	Payment Plan	Next Payment	Payment Amount	
4007829	Monthly	03/29/2024	\$0.00	Update Stop

After you submit either request, the Enrolments page will confirm that it was sent to the Tax Department for review. You will receive an email when the change is approved or if additional information is required.

Manage delivery methods & your mailing address

Selecting Contacts & Delivery Methods from the menu on the left will display contact information currently associated with the account, as well as two options: Update Delivery Methods and Request Mailing Address Change.

Account Contacts and Notice Delivery Help			
Tax Notice Delivery Method:	Paper Billing	Letters & Other Notices:	Paper Billing
Mailing Address:	1 HALTON HILLS DRIVE HALTON HILLS ON L7G 5G2	Mailing Address:	1 HALTON HILLS DRIVE HALTON HILLS ON L7G 5G2
Update Delivery Methods		Request Mailing Address Change	

Update delivery methods

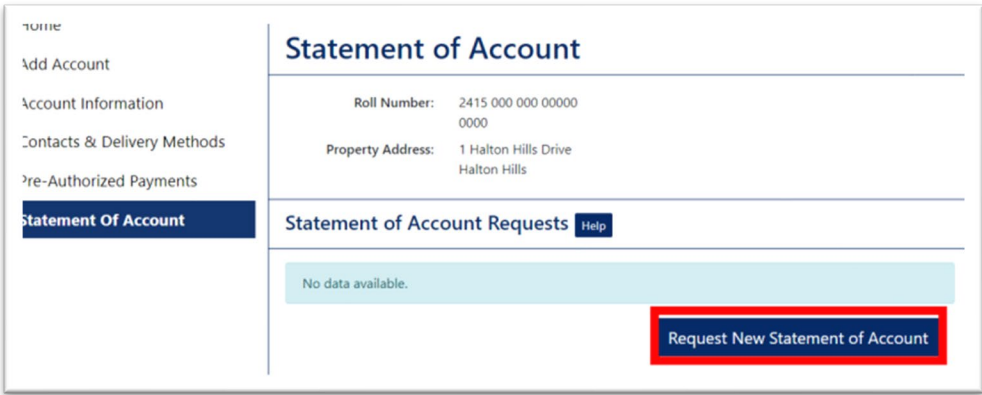
Paper billing is the default delivery method. To change it, select Update Delivery Methods, choose an option from the **Tax Notice and Delivery Method** dropdown, and select Save.

Request a mailing address change

Complete the required fields and select Send Request. For a U.S. or international address, select the corresponding address format so the fields validate correctly. You can view submitted changes in the Change Request Log at the bottom of the page.

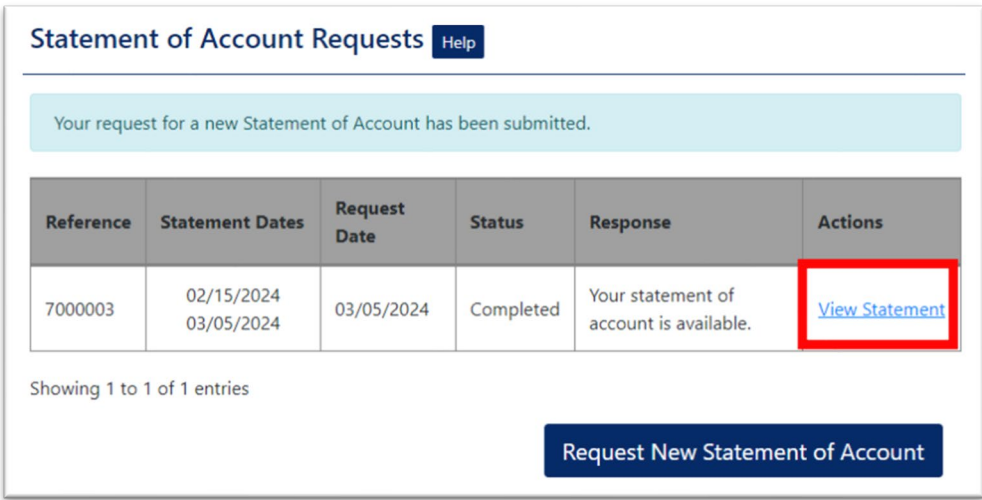
Generate account statements

Select Statement of Account from the menu on the left. A list of any account statement requests you made



previously will appear. For new statements, select Request New Statement of Account.

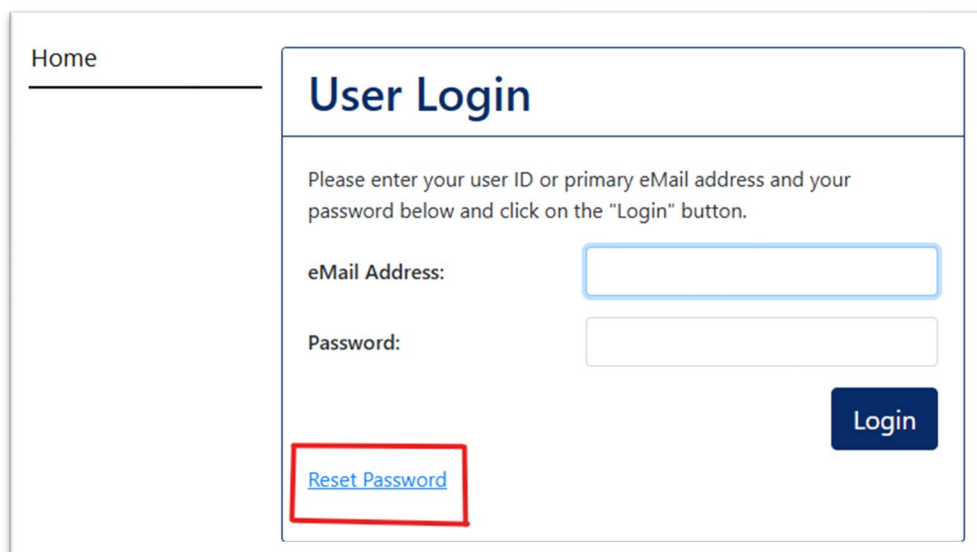
Enter the start and end dates for the statement, then select Submit Request. The start date cannot be earlier than the date you became the property owner; if necessary, a message will show the earliest date you can select. When the statement is ready, select View Statement in the Actions column.



Reference	Statement Dates	Request Date	Status	Response	Actions
7000003	02/15/2024 03/05/2024	03/05/2024	Completed	Your statement of account is available.	View Statement

Manage your password & profile

If you enter an incorrect **password five consecutive times**, your account **will be locked** and you will receive a notification email. Access will be restored after one hour or within the timeframe stated in the email. If you



The 'User Login' form is located on the right side of the page, under a 'Home' link. It contains a title 'User Login', a paragraph of instructions, two input fields for 'eMail Address' and 'Password', a 'Login' button, and a 'Reset Password' link. The 'Reset Password' link is highlighted with a red rectangle.

Home

User Login

Please enter your user ID or primary eMail address and your password below and click on the "Login" button.

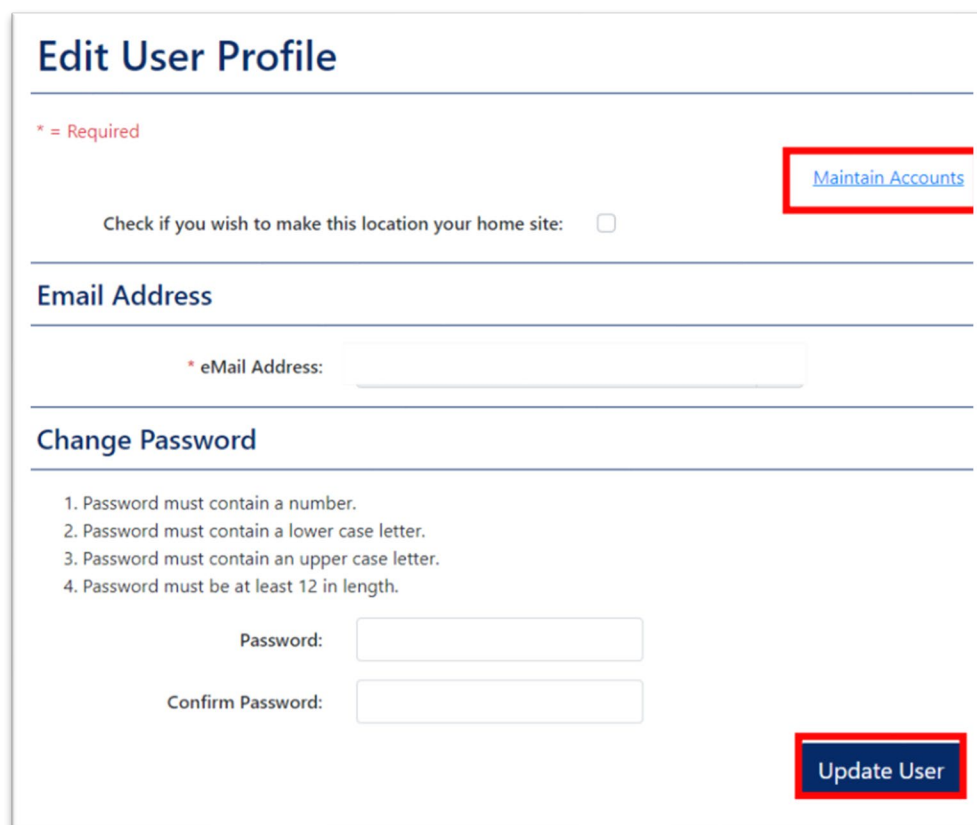
eMail Address:

Password:

[Reset Password](#)

Login

suspect that someone else is trying to access your account, reset your password to help prevent unauthorized access. On the login page, select Reset Password in the bottom-left corner.



The 'Edit User Profile' form is located on the right side of the page. It contains a title 'Edit User Profile', a legend for required fields, a checkbox for 'home site', a 'Maintain Accounts' link, an 'Email Address' section with an input field, a 'Change Password' section with instructions and two input fields, and an 'Update User' button. The 'Maintain Accounts' link and 'Update User' button are highlighted with red rectangles.

Edit User Profile

* = Required

Check if you wish to make this location your home site: ☐

[Maintain Accounts](#)

Email Address

* eMail Address:

Change Password

1. Password must contain a number.
2. Password must contain a lower case letter.
3. Password must contain an upper case letter.
4. Password must be at least 12 in length.

Password:

Confirm Password:

[Update User](#)

Enter the email address associated with your account and select Continue. You will receive an email with a link to create a new password. If the email does not arrive, check your junk or spam folder.

Select My Profile in the top-right corner of the page. Change your password, then select Update User.

To remove a property tax account from your profile, select Maintain Accounts. In the account list, select the account in the Delete column, then select Delete in the bottom-right corner. In the confirmation window, select OK to remove the account or cancel to keep it.

Frequently Asked Questions

Q: How will I receive my tax bill if I sign up for eBilling?

A: Paper billing by Canada Post is the default for all tax accounts. If you switch to eBilling in the Property Tax Portal, paper delivery will stop and you will receive an email when a new tax bill is available. Log in to the portal to view, download, or print the bill.

Q: Can I add a second email address for eBilling notifications?

A: eBilling notifications are sent to the email address used to create the portal account. If another owner wants to receive notifications, they must create their own Property Tax Portal account using a different email address and select eBilling as the delivery method.

Q: I receive an error message when I try to log in or when I try to reset my password, what should I do?

A: Contact the Tax Department and include the error message and the steps you took before it appeared. Use the email link in the footer of any Property Tax Portal page or the contact information in this guide. You can also use the footer link to provide feedback about the portal.

HaltonHills.ca/Tax taxdepartment@haltonhills.ca 905-873-2600 ext 2622	1 Halton Hills Dr Halton Hills, ON L7G 5G2	Need Assistance? Contact us to provide feedback View the FAQ and User Guide
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